

FORTRΔ

# Managed File Transfer for Healthcare

A Compliant Managed File Transfer  
Solution To Secure and Automate the  
Movement and Integration of Data is  
Just What the Doctor Ordered





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## Did You Know?

**40 Million**

Americans were affected by health data breaches in 2019 – a 65 percent increase from 14 million in 2018.

*Fortified Health Security*



# Executive Summary

*The best treatment for sensitive healthcare data? A secure file transfer solution*

## Fortra MFT

Fortra is a recognized leader in the secure managed file transfer software industry. We work to help organizations solve their digital business challenges by simply and securely automating the flow of information between people and places.

Globalscape Enhanced File Transfer (EFT) is an award-winning managed file transfer (MFT) platform, enabling secure mission-critical exchanges of data both on-premises, in the cloud, or via a hybrid environment. Our data exchange solution is trusted and relied upon by enterprises of various sizes, all across the world.

We have a passion for helping healthcare organizations secure their file transfers and are no stranger to assisting our healthcare clients meet stringent mandates like Health Insurance Portability and Accountability Act (HIPAA), Health Information Technology for Economic and Clinical Health Act (HITECH), General Data Protection Regulation (GDPR), and others. We understand your industry, your needs, and your pain points when it comes to file transfer infrastructure.

## Meet MFT

MFT is a technology platform that uses administrative controls, support for security protocols (like HTTPS, SFTP, FTPS), and automation capabilities to help companies securely share various types of data. This includes sensitive or compliance-protected data, as well as high-volume data.

Unlike traditional file transfer software, MFT provides enterprise-level data security, as well as data transfer automation through integration with back-end systems. Administration is easy, yet detailed enough for complete control of your file transfer system.

MFT replaces insecure legacy systems, homegrown servers, manual delivery, expensive leased lines, and Virtual Active Networks (VANs) with a top-performing, scalable alternative.



# Executive Summary

*The best treatment for sensitive healthcare data? A secure file transfer solution*

## What Can an MFT Solution Do?

MFT solutions represent a critical opportunity for healthcare providers to integrate IT security with Electronic Health Records (EHRs). This makes medical information more easily – and securely – accessible and shareable.

The right MFT solution will help an IT professional ensure data is protected and that the healthcare organization accomplishes all of its efficiency, productivity, compliance, and security goals.

It is vital for your IT infrastructure to be able to handle and house data from all departments including:

- Billing (insurance)
- EHRs on private data
- Email communications between physicians and nurses
- Files exchanged between senior leadership and board of directors
- And more!

When is the last time you revisited your file transfer software? At Fortra, we have seen it all – from hospitals and clinics using a hodge-podge of disparate FTP – to clients who were using sophisticated MFT platforms, but needed a change to reduce costs, as well as increase ease-of-use for the end user.

## Ask Yourself This

Before reading this guide, we recommend your IT department and senior leadership consider these five questions:

- Are your file transfers secure and encrypted, both at rest and in motion? Especially when sensitive information is involved.
- How compliant are your file transfers with laws and regulations that impact our data exchange?
- Is your current file transfer infrastructure a burden to your external trading partners?
- Are you able to meet your increasing high-volume data exchanges every time?
- Are your employees satisfied with your current file transfer infrastructure? How can the job be made easier?

## Fortra is Here to Help

From dramatic cost cutting, to eliminating manual processes, to strengthening data encryption and more, an enterprise secure file transfer solution is **just what the doctor ordered** for the healthcare industry.



# How to Enhance a Data Protection Strategy

*Enhance your data protection strategy – from HIPAA to HITECH*

## How to Enhance Your Regulatory Compliance Initiatives with a MFT Platform

The number of data breaches within the healthcare industry is alarming to say the least. From a patient perspective, it is more than disconcerting to think personal information could end up in the wrong hands after something as simple as a check-up at the doctor's office. Trust is monumental, especially in the healthcare industry, therefore it's crucial to keep the trust between patients and healthcare organizations strong and secure.

A key part of keeping the trust of current and future patients involves having an IT infrastructure in place designed with the optimum levels of security, which includes complying with healthcare regulatory requirements and securing patient data.



## Are You Aware?

More than  
**93 percent**  
of healthcare organizations have  
experienced a data breach over  
the past three years.

*The 2020 Healthcare Cybersecurity  
Report (Herjavec Group)*



# How to Enhance a Data Protection Strategy

*Enhance your data protection strategy – from HIPAA to HITECH*

## What's at Stake?

The high cost of lawsuits, non-compliance fines, legal settlements, business disruptions, productivity loss, and revenue loss far exceed the cost of good security hygiene. According to Ponemon's report, "The True Cost of Compliance with Data Protection Regulations," non-compliance costs can reach an estimated of \$14.82 million.

When it comes to securing data, there are no easy answers or guarantees. However, there are best practices that will help you ensure you're doing everything possible to better protect patient data and meet compliance requirements.

## Questions to Consider

Here are a few questions to consider when determining your organization's compliance readiness:

1. Is your organization's data security policies up-to-date?  
Do you hold employee security trainings on a regular basis?
2. Are you facing limitations with operational visibility, in terms of identifying data breach vulnerabilities or risks?
3. Do you have a current plan or procedure in place if your organization were to experience a data breach?
4. Is your organization prepared for a regulatory compliance audit?

## Did You Know?

Non-compliance costs  
**2.71 times**  
the cost of maintaining or meeting  
compliance requirements.

*The True Cost of Compliance with  
Data Protecting Regulations Report  
(Ponemon Institute)*



# How to Enhance a Data Protection Strategy

*Enhance your data protection strategy – from HIPAA to HITECH*

## From HIPAA to HITECH: Compliance by Design

Managing healthcare compliance for HIPAA and HITECH is a complicated task and can't be solved by technology alone.

Being compliance-ready requires a fully visible and well-governed IT infrastructure, data can be more effectively managed and protected. Although the process of compliance can be complex, it is often less so with the right strategy and tools at hand.

In conjunction with other security measures like data protection and antimalware software, MFT offers a secure and reliable solution to support the secure management of patient data in its various states, including both at rest and in transit.



## Are You Aware?

Worldwide spending on cybersecurity is forecasted to reach  
**\$133.7 billion**  
by 2022.

*Gartner*



# How to Enhance a Data Protection Strategy

*Enhance your data protection strategy – from HIPAA to HITECH*

## How a MFT Platform Can Help Healthcare Organizations

Data movement is a constant within all organizations; however, healthcare organizations often face greater scrutiny when it comes to their process of secure and efficient movement.

If you want to design a data security and compliance strategy with great efficacy across all stages, an MFT platform is crucial at every stage. In its simplest definition, MFT software is a mechanism to manage the secure, visible, and efficient exchange of data.

Let's take a closer look at how the MFT platform helps healthcare organizations meet their business needs with the file transfer efficiency and security of an MFT platform:

### 1. Maintain Operational Visibility

An MFT platform can help reduce blind spots, so organizations have the visibility, control, and insight needed for an IT infrastructure to thrive.

For example, an MFT platform can help identify failed data transfers or multiple login attempts, and at the same time you can have automated alerts set up to enable a faster response time and mitigate any further security risks.

### 2. Automate to Save Time and Reduce Errors

Automating file transfers helps organizations to avoid the vulnerabilities and inefficiencies of manual file transfers.

It also helps organizations meet compliance and security mandates through automatic policy enforcement.

Through an MFT solution and its advanced automation functionalities, an organization can gain the immediate and long-term benefits, with reliable and error-free file transfers.

### 3. Integration

Healthcare organizations, regardless of size or specialty, rely on a variety of disparate systems – often leaving IT departments at a disadvantage.

Integrating disparate systems with a MFT solution simplifies data management in various ways, starting with a centralized dashboard to managed data activity within the environment. This helps IT departments have a greater degree of insight into security and productivity vulnerabilities.

### 4. Enhance Security and Compliance

The data volume and flow within a healthcare organization is continuous. When files are not being moved within the organization, then they are being moved outside.

An MFT solution provides a centralized platform with a number of key functionalities like real-time activity monitoring, tracking, and robust logging. Combined, this helps healthcare organizations to seamlessly manage the secure and efficient exchange of data, while supporting compliance requirements like HIPAA and HITECH.





# Making a Case for MFT

## 3 Reasons Why You Need MFT

### Ask Yourself This

If you're unsure about whether or not your organization needs a MFT solution, consider asking yourself these questions:

- Do you lack full operational visibility over your network?
- Do you rely on outdated and/or manual processes to managed business-critical processes and workflows?
- Do you have shadow IT concerns?
- Are you concerned that your organization may not meet security and compliance mandates?
- Are you dealing with unreliable and slow file transfers?

If you answered yes to one or more of the listed questions, then your organization would benefit from a MFT solution. Keep reading to explore the top three reasons why your organization needs a MFT solution.





# Making a Case for MFT

## *3 Reasons Why You Need MFT*

### **The Top 3 Benefits of MFT**

#### **1. Visibility and Control Over Your Network**

Retaining visibility is one of the biggest obstacles to handling data. In order to meet the growing amount of data, you need to know where the data is coming from, where it's going, and who can access it – at all times.

An MFT solution enables organizations to track data movement, thus allowing immediate visibility and control. By implementing an MFT solution, it's easier for organizations to drill down into specific file transfer processes and to uncover different factors that may possibly lead to errors. Not only do you get visibility into why transfers have failed but, crucially, who is responsible. As a result, problems can be eliminated faster, with no room for dispute over why transfers did not succeed.

In addition to detailed historical data, MFT solutions support real-time data transfer monitoring. This allows you to keep an eye on the most important file transfers as they happen.

#### **2. Increased Operational Efficiency**

As organizations grow, so do the needs to transfer data efficiently and streamline business critical processes through time-saving data transfer automation capabilities.

When it comes to handling manual daily tasks and processes with ease, the data transfer automation capabilities that an MFT solution provides will leave you and your team with more time to focus on more important tasks. They also keep productivity steady and reliable, eliminating employee-based limitations such as vacations, turnover, or human error.

With MFT, you can also automate the process of receiving a file, decrypting it, processing and encrypting it, and transmitting it again. This automation not only improves employee efficiency, it helps to organize security policies to protect confidential information.

#### **3. Enhanced Data Security**

Data security is the practice of identifying and protecting sensitive data, along with ensuring it remains secure throughout its lifecycle. The data that requires protection is dependent on the compliance regulation or standard that governs the organization, like HIPAA and HITECH for healthcare.

MFT solutions enhance data security by:

- Safeguarding sensitive data to prevent unauthorized access
- Helping organizations to achieve and maintain compliance
- Providing a secure, compliant, and controlled way to share data inside and outside your organization – all through a centralized platform
- Encrypting data at rest and in motion
- Limiting the impact of a data breach, as the data cannot be decrypted without the appropriate key

Ensure all data within your network is well protected with an MFT solution. Not only do MFT solutions deliver an added layer of enterprise security to protect your sensitive data and intellectual property, they also allow your users to remain productive.



# Healthcare Case Studies

*How Globalscape has helped healthcare organizations*

## Case Studies

**Explore real world examples showcasing how Globalscape has been a valuable asset to the healthcare industry.**

### ASR Health Benefits

ASR Health Benefits (ASR) is a third-party administrator that handles medical benefits management, provider payments, and claim adjudication services. ASR must provide its customers, partners, clients, and vendors a secure and reliable way to exchange highly sensitive, HIPAA-regulated healthcare data.

#### Their Data Transfer Story

Initially, ASR transferred their sensitive healthcare data using a variety of disparate file transfer methods. However, as business expanded, their data transfer requirements also evolved.

In order to eliminate data exchange inefficiencies, enhance file transfer security, and facilitate HIPAA compliance, Globalscape solutions specialists recommended the use of the advanced MFT solution, EFT Enterprise with the Advanced Workflow Engine (AWE) module.

#### How Globalscape Helps ASR Health Benefits

The EFT Enterprise with the AWE module provides a robust, centralized platform to exchange data internally and externally, meeting all of ASR's secure information exchange needs – including HIPAA compliance requirements, data transfer security, and efficiency for complex data transfer workflows.

Globalscape EFT also provides the automation capabilities needed for secure, efficient, and reliable data transfer workflows – no matter how simple or complex a workflow might be.

#### The Benefits Gained

Following the implementation of EFT Enterprise with the AWE module, ASR Health Benefits gained:

- **Enhanced data security** with the secure and reliable data exchanges for mission critical data, as well as mission-critical when data is in transit and at rest.
- **Assurance that HIPAA compliance is met** with continuous monitoring of data transfer activities.
- **Time savings** due to the installation of user-friendly configuration tools and simplified data transfer workflows.
- **Full operational visibility and control** over their IT infrastructure and data activity.



# Healthcare Case Studies

*How Globalscape has helped healthcare organizations*

## PeaceHealth

PeaceHealth Medical Group (PeaceHealth) is a non-profit healthcare organization with nine hospitals located throughout the western United States.

### Their Data Transfer Story

Internal policies, paired with a need to abide by standards established by HIPAA and the HITECH Act, require PeaceHealth to pay special attention to data security when consolidating and updating internal applications.

PeaceHealth was looking for a file sharing solution for their organization that would help them achieve – and maintain – compliance, while maintaining productivity for end users and IT staff.

To meet the challenges of securing patient data, PeaceHealth enlisted the help of Globalscape software, specifically the EFT platform.

### How Globalscape Helps ASR Health Benefits

By implementing Globalscape EFT, PeaceHealth has been able to merge disparate file transfer methods across PeaceHealth, while improving security and compliance procedures.

***"Any new project that has a file sharing component of transferring data into or out of the PeaceHealth network utilizes Globalscape."***

**– Karl Skoog,**  
*Development Manager  
at PeaceHealth*



## Act Now

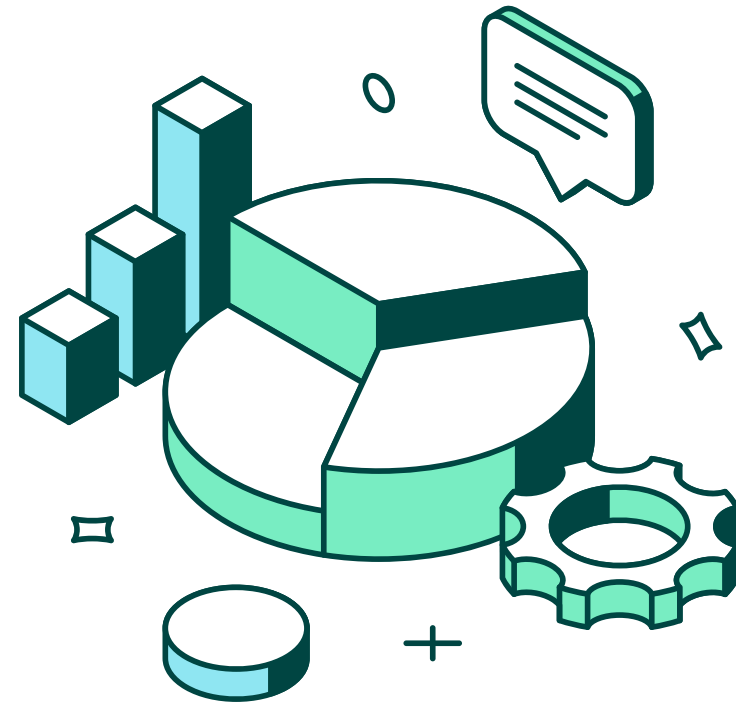
*Take control of your data exchanges*

Full visibility and control, increased operational efficiency, enhanced data security, and improved productivity through automation – these are just some of the benefits your IT department gains by taking advantage of a MFT solution.

Discover the rest by experiencing Globalscape EFT in your own organization today.

## Give Globalscape EFT a Try

Act now to try a free [30-day trial](#) of Globalscape EFT and take control of your data transfers.



# FORTRA

## **About Fortra**

Fortra is a cybersecurity company like no other. We're creating a simpler, stronger future for our customers. Our trusted experts and portfolio of integrated, scalable solutions bring balance and control to organizations around the world. We're the positive changemakers and your relentless ally to provide peace of mind through every step of your cybersecurity journey. Learn more at [fortra.com](https://fortra.com).

